Streetsbrook Childcare

Prospectus

This Information Pack should be read in conjunction with the Academy's policies and guidelines which can be found on our website

E-mail: childcare@streetsbrook.solihull.sch.uk
Website: www.streetsbrook.co.uk

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Streetsbrook Infant & Early Years Academy

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Company Number: 10225404
www.streetsbrook.co.uk
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Dear Parents

We would like to take this opportunity to welcome you and your child to Streetsbrook Childcare. We are committed to ensuring your child has the best possible start to their education and this will be successfully achieved by working in partnership with you. We very much look forward to meeting you and your child and look forward to getting to know you all well. This prospectus outlines what you can expect from Streetsbrook Childcare and what we expect from the families who access our provision.

Streetsbrook Childcare has been open since 2013 and is situated within Streetsbrook Infant & Early Years Academy; it is open five days a week from 7.30am to 6.00pm. We provide private childcare for two to seven year olds, and are registered for Nursery Grant Funding for two, three and four year olds. Streetsbrook Childcare also offers a Cosmic Breakfast and After School Club, Nursery Wraparound and a very successful holiday club for children up to the age of eleven during the school holidays.

The staff at Streetsbrook Childcare fully understand the vital role that parents/carers have in their child's education and value all of your support. Children's experiences at home have a significant impact on their learning and when staff and parents work together, children thrive. A successful partnership needs a two-way flow of information, knowledge and expertise and we very much look forward to developing this with you.

The following information has been developed to give you a thorough overview of our provision; should you have any questions, please do not hesitate to get in touch.

With very best wishes

Yours sincerely

Mrs L Minter
Headteacher

Miss J Taylor
Childcare Manager

Our Aims

The following aims outline the services that children, parents/carers and the community can expect from Streetsbrook Childcare, and the values that inform our work:

Childcare aims to:

- provide a happy, safe, warm and stimulating environment for all children to play, learn and develop freely
- help children to develop responsibility for themselves and their actions and to become competent, confident, independent and co-operative individuals
- encourage children to have a positive relationship, attitude and respect for both themselves and other people
- offer a Childcare Service that is accessible to all children in the community.
- undergo regular monitoring and evaluation of our services, including by Ofsted, to ensure that we provide the best possible care, and meet the needs of children and their parents/carers.

We are committed to meeting the needs of parents and carers by:

- listening, consulting and responding to your views and concerns, valuing opinions
- keeping you informed of our opening times, fees and charges and programmes of activities
- sharing and discussing your child's achievements, experiences, progress and friendships through regular Parent Consultation Meetings and informal discussions

We are committed to providing:

- a caring and stimulating environment that puts the needs and safety of children first
- a programme of carefully planned activities that are interesting, educational, stimulating and fun, and that promote each child's social, emotional, health, physical, moral and intellectual development
- access to a variety of facilities and equipment under safe and supervised conditions.
- a highly effective staff team that is experienced, well trained and supported
- an environment where no child is bullied or suffers discrimination in any form

How do we do this?

The following gives an overview of our six very different provisions:

Little Stars (2-3 years old) and Rockets (3-4 year olds)

Children in Little Stars or Rockets can attend Streetsbrook Childcare from 7.30am until 6.00pm term time and from 8.00am-5.30pm during the school holidays. There are a range of sessions that children can access either on a full, part time or term time basis; this offers greater flexibility for working parents and for those accessing training for example. Children can attend from their second birthday until they move to Nursery or Reception. Our two-year-old children are our Little Stars and as they turn three they then become a Rocket and will move to the Rockets room.

We are committed to ensuring your child's early years' experience is happy, active, exciting, fun and secure and one which supports their development, care and learning needs. This is achieved through the use of a wide range of age-appropriate resources both indoors and outdoors to support the various stages of development. Our highly qualified and experienced staff ensure that "*Children are welcomed into the setting by warm, kind staff who foster strong, nurturing relationships. This supportive environment helps children feel at ease and excited to explore the range of stimulating, carefully planned activities tailored to their interests and developmental stages"* as recognised in our Ofsted Inspection in January 2025

Nursery Wraparound for Children who are 3-4 Years Old

Nursery Wraparound is available for children who attend Streetsbrook's Nursery and who regularly require additional childcare in addition to their nursery place. Nursery takes place in the morning and Wraparound sessions begin at 11.45am as the Nursery session ends. The children are supported by our highly qualified and experienced Early Years Practitioners working across both Nursery and Wraparound and children follow the same curriculum as Nursery. Wraparound children have a hot lunch between sessions and are also able to book a Breakfast, After School and Holiday Club places which offers greater flexibility for all year round care and education.

Cosmic Breakfast Club for Children who are 3-7 Years Old

Children attending Nursery, Reception, Year 1 and Year 2 classes at Streetsbrook can attend our Breakfast Club daily in term time between 7.30 and 8.45am. We provide a varied healthy breakfast menu which is included in the session fee and served until 8.15am. We operate from the school hall where children can access a variety of age-related toys and equipment including access to computer games, listening to a variety of music and playing group games.

Cosmic After School Club for Children who are 3-7 Years Old

Children attending Nursery, Reception, Year 1 and Year 2 classes can also attend our daily After School Club from 3.15pm to 6.00pm. All children in Nursery, Reception, Year 1 and Year 2 are based in the Wraparound room which is adjacent to the school's Nursery. From here, children have easy access to the Sensory room, outdoor area and playing field which has a trim trail for children to use on a daily basis. Children are welcome to bring a packed tea which they can have at 4.30pm. Please note that we are a nut-free setting and we are unable to reheat any food brought from home. In line with our healthy eating policy, we kindly ask that all food provided supports healthy eating and includes nutritious options. Further information can be found here, Lunchbox ideas and recipes – Healthier Families - NHS

Holiday Club for Children who are 3-11 Years Old

Other than our closures on INSET days, Christmas period and bank holidays, we offer a holiday club during each school holiday from 8.00am-5.30pm. We actively encourage the children to help plan our daily activities so we can ensure we are meeting their interests; this is then enhanced by regular input from outside providers. Spaces do fill up quickly so we advise parents to complete and return their booking forms ASAP. Whilst we are proud to be an inclusive setting, children who have additional needs will need to be looked at on an individual basis to ensure we are able to meet their individual needs.

Admissions

We have three intakes per year in our Little Stars and Rockets room; these take place in the first half-term of each school term. To request a place, you will need to complete and return a Booking and Registration Form before your child starts and these can be found on the website. Visits prior to submitting a booking form are welcome, and you can call or email us to arrange one of these.

Allocations are managed termly in advance and therefore your request will be acknowledged within one week of receipt and confirmed the term before your child is due to attend. Please note spaces are limited towards the end of the academic year although we will endeavour to accommodate your request.

Admissions Priority

Order of priority:

1. Looked after children
2. Siblings of children already under contract
3. Additional/altered sessions for those children already under contract
4. New starters in order of application

Once a place has been confirmed, there is a £30 registration fee required to secure your place in Childcare, once this is received your place will be confirmed and a member of the team will then give you a call to arrange the settling in sessions.

Waiting List

If, on making an enquiry about a place and there is not currently one available, then Children's names can be placed on the waiting list for those sessions. The waiting list will be kept and used on a 'first come first served' basis.

When a place at Childcare does become available, we will contact the parent/carer whose child is appropriate for the place and is highest on the waiting list. If the parent/carer concerned no longer wishes to take up a place, the parent/carer of the next appropriate child on the list will be contacted.

Settling In

All children are unique and the amount of time that a child takes to settle into Streetsbrook Childcare can vary enormously. Therefore, children will be given time to settle in at their own pace, so as to make them feel welcome, safe and confident in a new environment. We will contact you to arrange settling in dates before your child attends, we suggest a minimum of three sessions and they will take place on the days the child has a place.

The first settling in session is an hour long and parents are able to stay with the child if they wish. During this time, they will become familiar with the daily routines, meet the team and explore activities. The second settling in session is also an hour long and you are asked to leave your child in our care as having a shorter session reassures your child that you will return to collect them. The third session is around 2 hours in either the morning or afternoon. These arrangements are open to change as each child will settle at their own pace.

Roles & Responsibilities of the Key Person

Each child is allocated a Key Person, and it is their role to meet the individual needs of the children and to provide a link between Childcare and home. It is also part of their role to monitor each child's development and record relevant observations, which is then used to plan activities that support their development.

Staff record observations in a Floor book and children take an active role in making this book theirs. Working in partnership with parent/carers is crucial and we ask you to join with us in compiling these records, by providing photographs or certificates of things children have done outside of the setting so that we can provide a holistic picture of your child's interests and achievements.

We hold Parent Consultations twice a year to discuss your child's progress and next steps and additional meetings with staff when needed are also welcomed. When a child leaves our care, a transition document is completed which can be shared with your child's new provision

Learning, Play and Care

The curriculum and the ethos of Streetsbrook Childcare aims to encourage confidence, independence and enjoyment. Our work has, as its core, the aim of enabling children to develop their emotional, social, cognitive, interpersonal and physical skills, and their desire to explore, discover and be creative.

Streetsbrook Childcare provides a well-planned and organised curriculum and environment that offers children rich and stimulating experiences, opportunities to explore, experiment, plan and make decisions for themselves. We know that children learn best through play in a welcoming, secure and caring environment, where they are able to investigate and have fun, take risks, learn from their experiences and grow in confidence. The unique character and individuality of each child is emphasised and valued. Activities are carefully planned to allow children to build on their natural curiosity, advance their thinking skills, use their imagination and develop positive social relationships. Wherever appropriate, children will be involved in the process of planning activities so that the curriculum reflects their opinions, and so that children feel ownership.

We follow the Early Years Foundation Stage (EYFS) which supports all professionals working in the EYFS to best support your child in their learning and development, which is a statutory requirement. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development. Children will primarily focus on the three **Prime areas** first. These are:

- Communication and language
- Physical development
- Personal, social and emotional development

These prime areas are the most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in **four specific areas**. These are:

- Literacy;

- Mathematics;
- Understanding the world;
- Expressive arts and design

Progress Check at 2 years old

The progress check at age two has three main purposes

1. **Partnership with parents**. While practitioners and other professionals can support children's development and wellbeing individually, they can achieve so much more by working together.
2. **Action for every child**. Writing down observations and sharing reports do not help children. Practitioners need to listen to the child, talk with each other and then plan together. Working together can make a difference.
3. **Early identification**. Some children need extra help for a while as they grow and develop – for example, with their communication. Other children may have long-term developmental needs. Some families may struggle and need support. Whatever the circumstances, sensitive early intervention can make a big difference. Children develop rapidly between the ages of two and three – practitioners need to be quick to support and identify help where it is needed.

Your child's Key Person will take the lead in completing the progress check at age two, which will be informed by:

- professional judgement and careful observation
- the voice of the child

the views of the child's parents – parents are experts on:

- their own child
- views of any other professionals such as GPs or health visitors, if appropriate

This progress check will be undertaken between the child's second and third birthday and parents will be provided with a short, written summary of their child's development in the prime areas of learning:

- communication and language
- personal, social and emotional development
- physical development

Alongside this, the Key Person will discuss with parents how the summary can be used to support learning and development at home and describe the activities and strategies they intend to adopt in their setting to address any issues or concerns. You may also find it useful to share the information from the check with other professionals such as health visitors. More information about this progress check can be found here.

Behaviour Management

Streetsbrook Childcare abides by the Academy's Policy for the Development of Positive Attitudes, Values and Behaviour, which includes anti-bullying. A copy can be found on the Academy's website. Policy Website Link here.

Working in Partnership with Parents & Carers

Streetsbrook Childcare recognises that parents/carers play a fundamental role in their child's development and we use this as our basis for a partnership between us and parents/carers along with our commitment to working in partnership with parent/carers. Parents/carers will be able to observe the range of activities that are being offered by looking on the website, at wall displays and at pieces of work as well as the weekly newsletter. Parents/carers also have regular opportunities to meet with staff to discuss their child's progress and look through their key group's floor book.

We welcome and encourage parents/carers to comment on our procedures, and we consult with them on a regular basis about the activities that are planned and provided for their children. Parents/carers are also welcome to join us to help out with the activities, visits or outings.

As parents/carers, you may request to see any information and records we hold on your child, unless it is subject to investigation by the police or other statutory agencies. Our policies and procedures are also available for parents/carers to peruse on request and can also be found on the website.

We value the views of parents/carers and should there be any concerns about a child, the Manager will listen and respond accordingly. Any complaints will be dealt with swiftly and effectively in accordance with the provisions of the Academy's Complaints Procedure Policy.

Child Protection

Streetsbrook Childcare abides by the Academy's Child Protection Policy.

There are five Designated Safeguarding Leads (DSLs) for Child Protection at Streetsbrook as follows:

- Mrs Louise Minter, the Academy's Headteacher
- Mrs Elspeth Miller, the Academy's Deputy Headteacher
- Miss Jade Taylor, the Manager of Streetsbrook Childcare
- Miss Alice Goodwin, Team Leader of Streetsbrook Childcare
- Miss Lauren Wood, Team Leader of Streetsbrook Childcare

Please see the Child Protection Policy for more details on our website.

Mrs Louise Minter
Headteacher
Designated Safeguarding lead
0121 744 5245 ext. 203

Mrs Elspeth Miller
Deputy Headteacher
Deputy Designated Safeguarding lead
0121 744 5245 ext. 204

Miss Jade Taylor
Childcare Manager
Childcare Designated Safeguarding lead
0121 744 5245 ext. 218

Miss Alice Goodwin **Miss Lauren Wood**
Childcare Team Leaders
Childcare Deputy Designated Safeguarding Lead
0121 744 5245 ext. 218

Arrival & Departure of Children

Arrival

Childcare opens at 7.30am during the term and for insurance purposes parents/carers and children will not be admitted into the building before this time. Cosmic Club children *(those who attend Nursery, Reception and KS1)* must use the Childcare main entrance door. Children accessing Childcare (those who attend Little Stars and Rockets) must use the Rockets door, which is accessible via the Childcare Garden.

For Health and Safety reasons, parents/carers should not park in the staff car park and should enter school by the small pedestrian gates on Ralph Road.

On arrival, parents/carers are required to register their child/ren with a staff member before leaving them in our care. If you wish to leave a message for your child's teacher, you may do so by writing it in the class communication book which is available on request.

Departures

All children attending our After School Club will be collected from classrooms by Childcare staff. It is therefore imperative that you inform staff if your child is attending an extracurricular activity in school, going home with a friend, or are not attending for any reason.

Collection from Cosmic Club before 4.30pm is from the Nursery classroom, which is at the rear of the school. Collection after 4.30pm will be from the Childcare main entrance door. Collection from Childcare is from the Rockets door, which is accessible via the Childcare Garden.

Parents/carers must inform us of all persons who will be collecting their children. Only those persons nominated by parents/carers on the child's booking forms, with authorisation to collect your child, will be allowed to leave the premises with them; persons should be at least 16 years of age

If someone not nominated on the form is going to collect your child at any time, you must inform us in writing or by phone providing a name, contact number and their relationship to your child, this person must give the password nominated on your booking form. The password or proof of identity must also be given to staff if, although a nominated person, they are not known to the staff on duty. Any changes to those persons authorised to collect your child or any additions to the list should be given to a member of the management team.

Should unfavourable domestic issues arise, please resolve the matter of collecting your child as Childcare staff cannot legally prohibit anyone with parental responsibilities from collecting their child unless there is legal documentation.

Uncollected Children

Streetsbrook Childcare has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave. If a child is not collected at the end of a session, the following procedures will be activated:

If a parent, carer or designated adult is more than 15 minutes late in collecting their child, Management will be informed. Management will call the parent/carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply. Childcare will not release the child to an unauthorised person, even if the collection is late, unless the parent/carer telephones to state that a different person will be collecting. If this were to be the case, we would need the name and a physical description of the person collecting, along with identification/ password as appropriate.
The details will be checked prior to the child being released from Childcare premises. While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.

If, after repeated attempts, the child has still not been collected and there has been no contact with the parents an hour after the end of their session, Childcare will then telephone either the **Solihull MASH Team** on **0121 788 4333 or** the **Emergency Duty Team** on **0121 605 6060.** If Childcare cannot make contact on either number, the police will be called to handle the situation.

In the event of social services being called and responsibility for the child being passed to a child protection agency, management will attempt to leave a further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a note will be left on the front door or gate informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the relevant department. The child will remain in the care of Streetsbrook Childcare until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.

Incidents of late collection will be recorded and discussed with parents/carers at the earliest opportunity. Parents/carers will be informed that persistent late collection will result in the imposition of a charge or the loss of their child's place. (See fees section.

Healthy Eating

Streetsbrook Childcare is committed to providing high quality healthy food to support children to develop healthy eating attitudes which will become set for life. In order to achieve this aim, we develop positive attitudes to food by providing children with healthy eating experiences, which reflect the different dietary, cultural, and religious needs of the children.

Breakfast and Lunches

Breakfast is served between 7.30am-8.15am and is provided by Childcare and Lunch is served at 11.30am and costs is detailed on the booking form.

There is an alternate option of providing your own Lunch and Tea box and we ask that parent/carers join us in providing healthy snacks as part of our policy on healthy eating.

Snacks

Children will be provided with healthy snacks and drinks throughout the day and all menus are in line with government recommendations and are displayed on our notice boards. There is a voluntary contribution for these snacks which is detailed on the booking forms. If you wish not to pay this, then please speak to management

It is not necessary to provide water bottles as water is readily available, however should you wish to provide one please ensure it is labelled and only contains water.

Snack times are planned as a pleasant social event, where children take turns, share and have opportunities to speak with their peers. We encourage children to use common courtesies such as 'please' and 'thank you' and staff sit with the children, encouraging them to listen and talk to each other.

Due to the severe allergy to nuts suffered by some children attending, Streetsbrook Childcare is a **'nut free'** setting. We deliberately do not provide any food which contains nuts and would ask parents/carers to respect this rule when providing Lunch/tea boxes or birthday treats for the children to share.

First Aid

Streetsbrook Childcare is committed to encouraging and promoting good health and dealing efficiently and effectively with illnesses and emergencies that may arise while children are in our care. If your child becomes ill during the session, you will be contacted to pick up your child. Therefore, please keep your contact information up to date; if you cannot be reached we will contact the next person on your authorised list.

First Aid Procedures

Streetsbrook Childcare recognises its responsibilities in providing adequate and appropriate equipment, facilities and personnel to enable appropriate first aid to be given as required.

Streetsbrook Childcare have several designated members of staff responsible for First Aid and there is a Paediatric First Aider on site during all opening hours. We request that parents/carers complete and sign the Emergency Medical Treatment Form to give permission for First Aiders to give emergency medical treatment for their child in the event of a major accident, incident or illness occurring whilst at in our care.

All such accidents or incidents will be recorded in detail and logged on an accident report. Parents/carers will be asked to sign in the relevant section to acknowledge the incident or accident and any action taken by Childcare and its staff.

In the event of a child not attending Childcare due to illness, please notify Childcare on the morning of the first day of absence. Please do so by 10.00am for morning sessions, and by 1.00pm for afternoon sessions. If notification is not received, staff will make contact with you in accordance with our Safeguarding Policy.

Medication

Should your child need medication during their time at Childcare, Parents/carers must complete and sign an Administrating Medication Form, which is available upon request. Medication will only be accepted when it is in its original container, with its pharmacy label intact with the instructions for administration, dosage and the name of the child clearly marked on the container. Streetsbrook Childcare will not administer the first dose of any new medication to the child. If a child is prescribed antibiotics, then they must not attend Childcare for 24 hours from the first dose given. On collection of the child, staff will inform parents/carers of the administration of medication and parents/carers will sign the record log to acknowledge they have been informed that the medication has been administered.

Staff have the right to decline such a request from a parent/carer if they are in any way uncomfortable with this. Streetsbrook Childcare is likely to decline a request from parents/carers to administer medication where this involves technical knowledge or training until such training has been given.

We recommend that for children who carry their own medication (e.g. asthma pumps or insulin) that staff hold on to the medication until it is required. This is to minimise possible loss of medication and to ensure the safety of other children. Inhalers should always be labelled with the child's name.

If there is any change in the type of medication – whether regarding dosage or other changes to the information given on the Administering Medication Form – a new form must be completed.

Involving and Consulting Children

The staff at Streetsbrook Childcare are committed to the principle of involving and consulting children whenever decisions are made that affect them.

Streetsbrook Childcare believes that actively promoting the participation of children in decision-making processes is beneficial to children, staff and the provision as a whole. The staff will work with children to draw up a list of rules that set out the expectations, the staff team, and the children in respect of behaviour. All children will be listened to and consulted actively. Regular discussions will be held between children and staff, discussing activities and any other relevant topics.

Age, maturity and the type of decision being made will determine the extent and nature of children's involvement. However, the emphasis will always be strongly in favour of involving children. Consultation and involvement will be regularly monitored and acted upon so that children are able to see that their input has led to visible outcomes. We will also be clear about what decisions children will be involved in an attempt to offer clear explanations if and when consultation and involvement is deemed inappropriate.

Equal Opportunities Statement

Streetsbrook Childcare abides by the Academy's Equality Policy

We endeavour to develop an environment in which the value of each and every child is fully recognised. We plan a curriculum that is accessible to all children, regardless of race, gender, social class and religion. We actively encourage all children to play and work together co-operatively.

Inclusion

Streetsbrook Childcare abides by the Academy's policy for Inclusion (which can be found on the website). Miss Taylor has responsibility for being the SENCo and she works closely with the Academy's SENCo, Mrs Carey and other members of staff, including Mrs Minter, the Headteacher. We are also very proud to of received the Dingley Promise mark of achievement, recognising us as an inclusion friendly setting.

Fees

We understand that the cost of childcare may seem expensive to a parent/carer. However, we pride ourselves on providing a high quality, safe and stimulating service for children and to ensure the continued high standards and sustainability of the service, we ask that parents/carers respect our policy in respect of fees.

To secure a place a refundable deposit of £30 will need to be paid. This will then be refunded onto your parent pay account the term after your child starts. If your child does not start or leaves within the term they started, this deposit will not be refunded.

The level of fees is reviewed annually in the light of future sustainability strategic plans and any other broader economic or social considerations deemed relevant. Payment of fees should be made monthly in advance. Invoices are sent around the 10th day of the month. Please note that sessions are to be paid monthly in advance and there are no refunds available, this applies if you do not require any of the sessions you have pre-booked or if we are forced to close due to adverse weather conditions or your child is absent due to a school trip. Sessions may not be transferred and additional sessions will require a 'Change of Contract' unless booked as ad-hoc. 'One-off' places will only be granted if there is availability. All invoices are required to be paid by the last day of the month in advance. In certain circumstances individual payment arrangements may be negotiated between the Manager and parents/carers.

If the fees are not paid on time, Childcare will notify the parent/carer in writing and request payment at the earliest possible opportunity, if payment remains unpaid then a £10.00 charge will incur. The Manager has the right to issue a formal warning to the parent/carer and inform them that continued late payment will result in their child's place at Childcare being forfeited. If fees are paid persistently late or not at all with no explanation, Childcare will be forced to terminate that child's place. Under exceptional circumstances, the Manager may agree to allow the child to continue attending Childcare for the remainder of that week. Parents/carers are encouraged to speak to the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at their earliest possible opportunity, to avoid jeopardising their child's place at the setting. Care in addition to contracted hours, will be charged at the ad hoc rate per hour or part thereof. Collection after 6.00pm will incur a charge of £5 and then an additional £5 per 15 minutes or part thereof.

Charges for consumables

Whist we offer a range of funded sessions, the funding does not cover the cost of consumables such as snacks, wipes, nappies and sun creams etc. As a result, there is a consumable charge of £2.50 per day to cover this; you will receive a monthly invoice for these costs.

Termination of Contract

Four weeks written and paid notice is required if a parent wishes to end their contract.

Absences/Holidays

Childcare must be notified of any absence on the morning of the first day of absence. Please do so by 10.00am for morning sessions, and 1.00pm for afternoon sessions. If notification is not received, staff will make contact with you in accordance with our Safeguarding Policy.

We would also appreciate as much notice as possible if your child is not going to attend sessions, including notice of holidays. It is also essential that parents inform staff of their child's attendance at a school led club. Please note that fees must be paid in full for all absences. Full fees are payable throughout the school terms, when Childcare is open. This includes contracted sessions when your child does not attend due to illness, school trips (including residential), family holidays or any other reason. In the event of unavoidable closure of Streetsbrook Infant & Early Years Academy, Streetsbrook Childcare will also be closed. These are very rare occurrences and by nature, impossible to predict. We are not able to refund any missed session

Childcare Uniform

All children who attend Rockets are required to wear a uniform, consisting of a jade green coloured polo shirt, with grey school jumper. All clothes should be clearly labelled with your child's name.

Polo shirts and jumpers may be purchased from the 'Monkhouse' shop in Shirley or from 'My Clothing' online www.myclothing.com

Girls:
Jade green polo shirt with logo
Grey jogging bottoms / grey skirt
Grey school cardigan with logo or sweatshirt with logo
Grey or black tights/ white socks
Velcro shoes or trainers

Summer – green check/stripe dress

Boys:
Jade green polo shirt with logo
Grey jogging bottoms or long grey pull up trousers
Grey school sweatshirt with logo
Grey socks
Velcro shoes or trainers

Summer – grey pull up shorts

We ask that all children bring wellington boots that remain in Childcare during the winter and wet months. Sun hats must be sent with children during the summer.

Complaints and compliments

Streetsbrook Childcare is committed to open and regular dialogue with parents/carers and welcomes all comments on its services, regardless of whether they are positive or negative.

We are delighted that you have chosen to send your child to Childcare. We work extremely hard to provide each and every child with the best possible education we can and we ask for your support. Should you have any concerns or worries, please share them with us straight away. Please note we are unable to discuss issues in front of children.

If a parent/carer has a complaint, it will often be possible to resolve the problem by speaking to a member of management. If a satisfactory resolution cannot be found, then Stage Two of the school complaints procedure will formally come into operation.

If there is a complaint against the Manager, please direct this to the attention of the Headteacher who will conduct the investigation.

If you feel that your complaint has not been dealt with satisfactorily you may contact our Chair of Governors, Mr Nick Chadaway via the school. A copy of our complaints procedure is available on request.

If you are still not satisfied you are able to contact Ofsted directly at the address below:

(ARC) Team
OFSTED
Piccadilly Gate,
Store Street,
Manchester M1 2WD

Tel: 0300 1231231 Our Registration Number is: EY543263

Childcare Team

Miss Taylor Childcare Manager	BA Hons Working with Children, Young People and Families Foundation Degree in Early Years NVQ Level 3 Diploma in Children's Care Learning & Development
Mrs Nicola McInnes Office Manager and Childcare Administrator	
Miss Wood Team Leader	BA Hons in SEN and Inclusive Practice BTEC Level 3 Certificate in Management NVQ Level 3 Children's Care, Learning and Development
Miss Goodwin Team Leader	NVQ Level 3 in Early Education NCFE Level 3 in Specialist support for teaching and learning in schools
Mrs Holbeck Team Leader Wraparound	NVQ Level 3 Children's Care, Learning and Development
Mrs Abbas Early Years Practitioner - Wraparound	Level 3 Children's Care, Learning and Development
Miss Adams Early Years Practitioner - Childcare	Level 3 Children's Care, Learning and Development
Mrs Akthar Early Years Practitioner - Wraparound	Level 3 Children's Care, Learning and Development
Mrs Ali Early Years Practitioner- Childcare	Early Years Teacher Status (EYTS) BA in Early Childhood Studies
Miss Cully Early Years Practitioner- Childcare	NVQ level 3 in Early Education NCFE Level 3 in Specialist support for teaching and learning in schools
Miss Dawes Early Years Practitioner- Childcare	NNEB Diploma in Nursery Nursing
Miss Lewis Early Years Practitioner- Childcare	Level 3 Diploma for the Children and Young People's Workforce (QCF)
Mrs Moore Early Years Practitioner- Childcare	NVQ Level 3 Early years Care and Education
Miss Steele Early Years Practitioner- Childcare	NVQ Level 3 in Early Years Education Level 5 Early Years Lead Practitioner

Contact details

Office opening times – Monday to Friday – 8.30am – 4.00pm

Main Office Number – 0121 744 5245 (extension 2)

Email – childcare@streetsbrook.solihull.sch.uk

Please note there is a 24hr answer phone on this number when not attended